OUTREACH

Division of Laboratory Services

Electronic Order and Result Retrieval

2013

Kentucky UNBRIDLED SPIRIT™

Blank Page

Insert tab for Table of Contents

Table of Contents

About the OUTREACH System

- **OUTREACH electronically delivers laboratory requisitions and reports via the internet to more than 1500 registered and certified customers of the Division of Laboratory Services in the Kentucky Department for Public Health. This service was implemented in 2010 to better serve you by reducing turnaround time, decreasing risks for clerical errors and conveniently allowing submission of test orders and retrieval of results over the internet. Urgent cases will continue to be handled by telephone and fax.**

- **To maximize your practice, become a user and benefit from the OUTREACH System.**

- **For questions with registration, specimen submission, order submission, result retrieval or OUTREACH IT related issues, please contact our Customer Service Center help desk during regular business hours (Monday-Friday 8 a.m. to 5 p.m.), at (502)0564-4446, ext. 1 or via email at CHFS.CSCO@kyl.gov. Outside of regular business hours, your call or email will be responded to on the next business day.**

Blank Page

Section Tab - Logging On

Getting Started

- **Every OUTREACH system user must complete and return to the Division of Laboratory Services 2 required forms:**
  1. **User Request Form**
  2. **HIPAA form**

- **These forms are also available from the CHFS Business Operation Branch website (http://chfs.ky.gov/dph/info/lab/Business+Operations+Branch.htm).**

- **Complete the forms in their entirety and return completed, signed forms as soon as possible to:**

Division of Laboratory Services
Attention: KY-LWO Customers Service Center
100 Sower Blvd. Suite 204
Frankfort, KY 40601

Faxed forms will not be accepted.

Logging On

- Click on or enter the following url in your internet Explorer browser window field to access the OUTREACH LOG-IN SCREEN. Bookmark and add to your "Favorites" or save this url to your desktop for easy access. (https://outreach.psychesystems.com/NetOutreachKSL/)

- Enter your unique user name and password (please do not share log on credentials), provided to you when you as part of your Outreach System registration process. The user name and password allows the user to securely log on to OUTREACH.

- If you need Outreach log on credentials please contact the Division of Laboratory Services OUTREACH IT Customer Services: Monday-Friday 8 a.m. to 5 p.m.), at (502) 564-4446 ext. 1 or via email at CHFS.CSCO@ky.gov

- Note: OUTREACH has been tested to be compatible and must be accessed using Internet Explorer version 6, 7, or 8.

About Passwords

As part of our ongoing effort to ensure the highest level of OUTREACH System password Security, the Cabinet for Health and Family Services conducts routine audits of all customer account passwords to identify those considered "weak" and at risk of posing a potential security compromise. It has been determined stronger password safeguards must be place to protect the integrity of the OUTREACH System data.

What are weak passwords?
Weak passwords are those which are easily guessed by unauthorized users. Examples include "1234", "password", "temp", etc.
A week password poses security risks at two levels- it may enable unauthorized access to confidential information, and my potentially enable an unauthorized user to compromise the system.

What qualifies as a strong password?
Strong passwords must contain at least eight (8) characters and include at least one upper or lower case letter, at least one number, at least on symbol or special character (!@#$%*) and no spaces. Also, the same password cannot be used within 13 consecutive log ins.

Password	Status	Reason
12345	Invalid	Not enough characters, numbers only and numbers are in sequence.
Pancakes	Invalid	This is a dictionary word and is easily recognized by password cracking software.
;rsx3G6Dwp*	Valid	Password contains eight or more characters and combines all the necessary complex password characteristics.

About Passwords

How do I change my password(s)?

- When you log in to the OUTREACH System the very first time (https://outreach.psychesystems.com/NetOutreachKSL/), you will receive a message indicating "Password Expired". Create a new "**strong**" password and enter your new password in both the Password and Confirm fields. Click the <Save> button and this should result in a successful log in to the OUTREACH System.

- If you require additional assistance with resetting your password, contact the OUTREACH Customer Call Center at 502-564-4446 x 1.

Blank Page

Section Tab- Result Retrieval

About Result Retrieval

- The Results Retrieval window default allows the user to access cases/results based on the Days Back to Search. The *Days Back* field is based on the Receipt (Admission) date. Psyche Systems Corporation must configure this default search setting however it may be overridden manually as needed by typing in the desired number of days in the Days Back to Search field.

- Each row represents one resulted or partially resulted order. Results will be displayed as follows:

  - **Normal - Black Font with default color background.**
  - **Abnormal - Red font with default color background.**
  - **Critical - Black font with salmon colored background.**

- As with similar list boxes in Outreach, the user may click on any column heading to toggle the Result sort in ascending or descending order.

Result Retrieval-Preview Results

Result Searching

- The search is always a combination of the Days Back field and the Search field. For example, if the day spinner is set to 100 days and a patient name is entered in the Search Field, only orders for matching that patient name during the past 100 days will appear in the list box.

Result Preview (individual cases)

- The user may click View Report to see a PDF preview of the selected patient.

Batch Preview (multiple cases)

- To preview multiple cases in Adobe Reader, Click the checkbox next to each desired order and then select the *Batch* button. The *Batch* button will display all of the selected reports consecutively in one PDF window.

Batch Preview (all results/cases on a page)

- To select all results on a page for previewing, select the *Batch All* checkbox, at the bottom of the page and then select the **Batch** button to display them in the Adobe window.
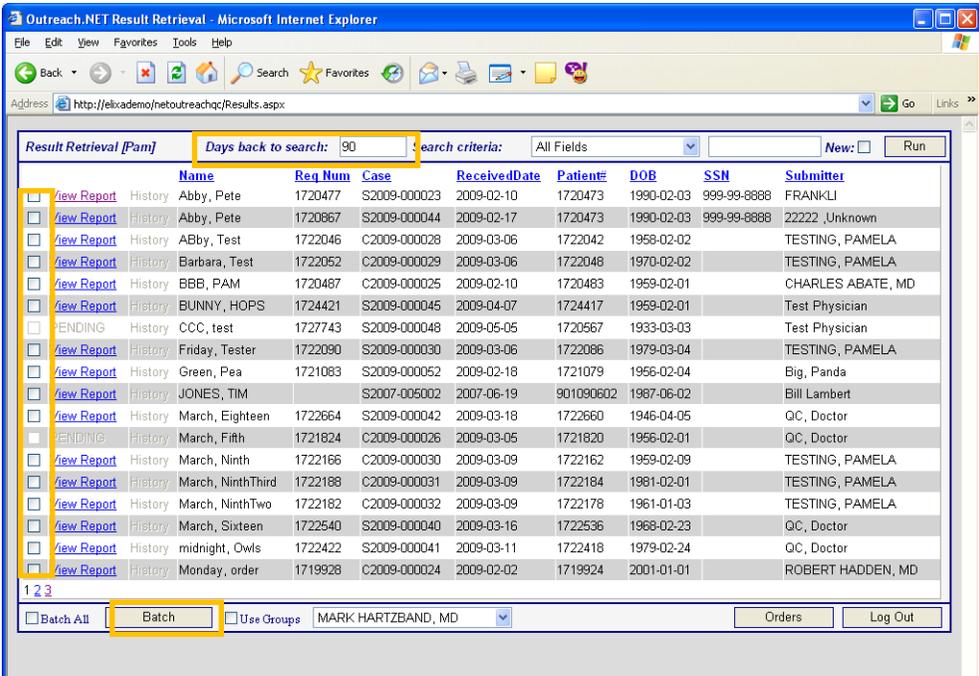
Result Retrieval - Report

Result Retrieval – Viewing Result History

When History is selected for a clinical patient, the test result history for the patient is displayed. Results comprise the current order as well as all other orders for the patient (if applicable). By default, these results are displayed in date order but as with similar list boxes in OUTREACH the user may click on any column heading to toggle the Result sort in ascending or descending order.

The user may filter the test result history by CTRL+L Click to select all tests to be included in the filter and then selecting the Filter button. The history can be further narrowed down by using a date range in the filter. The filter can be cleared by selecting the Clear Filter button. To go back to the Result Retrieval page, click the Results button.

To log out of Web Outreach click the <Log Out> button.

Result History [Keefe, John 1707677]

Date	Test	Result	Units	Flag	Range	Critical Range	
2007-09-04	BUN	33	MG/DL	H	8-25	Your BUN Critical Range Here	View Text
2007-09-04	RBC	5.30	x(10)^3/MM^3		4.95-6.10	Your RBC Critical Range Here	View Text
2007-09-04	HEMOGLOBIN	12.7	g/dL	L	3.7-18.0	Your HGB Critical Range Here	View Text
2007-09-04	HEMATOCRIT	33.2	%	L	42-52	Your HCT Critical Range Here	View Text
2007-09-04	MCV	44	U^3	L	80-98	Your MCV Critical Range Here	View Text
2007-09-04	MCHC	45	g/dL	H	32-36	Your MCHC Critical Range Here	View Text
2007-09-04	RDW	RDW result	RDW units here	RDW flag here	RDW range here	Your RDW Critical Range Here	View Text
2007-09-04	PLATELET COUNT	APLT result	APLT units here	APLT flag here	APLT range here	Your APLT Critical Range Here	View Text
2007-09-04	MEAN PLATELET VOLUME	AMPV result	AMPV units here	AMPV flag here	AMPV range here	Your AMPV Critical Range Here	View Text
2007-09-04	MCH	54	pg	H	27-32	Your MCH Critical Range Here	View Text
2007-09-04	RED CELL MORPHOLOGY COMMENT 1	RC1 result	RC1 units here	RC1 flag here	RC1 range here	Your RC1 Critical Range Here	View Text
2007-09-04	WBC COUNT	11.1	x(10)^3/MM^3		6.5-13.0	Your WBC Critical Range Here	View Text
2007-09-04	CREATININE	2.2	MG/DL	H	0.5-1.7	Your CRE Critical Range Here	View Text
2007-09-04	GLUCOSE	155	MG/DL	H	80-120	Your GLU Critical Range Here	View Text
2007-09-04	SODIUM	140	mMol/L		136-145	Your NA Critical Range Here	View Text
2007-09-04	POTASSIUM	4.1	mMol/L		3.0-5.5	Your K Critical Range Here	View Text
2007-09-04	CHLORIDE	116	mMol/L	H	95-115	Your CL Critical Range Here	View Text
2007-09-04	CARBON DIOXIDE	28	mMol/L		21-32	Your CO2 Critical Range Here	View Text
2007-09-04	ANION GAP	11			10-20	Your GAPX Critical Range Here	View Text
2007-09-04	PSA	0.5	I.U.		0.1-1.3	Your NPSA Critical Range Here	View Text

< >

Filter Results

ANION GAP
APPEARANCE
BILIRUBIN
BLOOD
BUN

Results
Log Out

Date From: 2007-09-04 [+]
Date To: 2007-09-04 [+]

Filter   Clear Filter   Graph

Blank Page

Section Tab for Orders

Moving to the Order Entry Window

- To move to the Order Entry window, simply click on the *Orders* button.

- From the Result Retrieval window, click the "Orders" button (bottom right corner of window). The Orders window is displayed. The Orders displayed in this window are sorted in descending order by Order Date & Time.

Entering Orders – Important Note!

Order Information Section
The information entered in this section will remain until the user logs out or further alters the information chose.

VERY IMPORTANT!

SEARCH PATIENTS (this step is required before entering an order)
If the order is for a patient that has been seen previously by the submitter, search for the patient record by clicking the "Search Patients" button. The search can be performed by full or partial Patient Name, Social Security Number, Patient Number (MedRec), DOB or all fields. Once the search criteria has been entered, select "Run" to initiate the search. Possible matches are displayed alphabetically by Name (in ascending order). To choose the matching patient, click on the "Select" link next to the patient name. The patient demographics and billing information are then displayed in the Order Entry window. This information should be reviewed for accuracy and modified as necessary. If there are no patients matching the search criteria, the search criteria, the search patient window listing will be blank.

HIV Anonymous Order Entry

Note: For HIV "Anonymous", enter the "KYnumber, HIV" in the name field. In the program question section enter the KYnumber again. For Non-Anonymous patients orders enter patient last name, first name and in the program question section enter the KY#.

New Order/Existing Patient Data Entry Screen

Always Click the <Search Patient> button to check for an existing patient account before entering a new order.

Note: Entering a new patient record before checking for an existing record(s) in the OUTREACH System will create multiple unlinked accounts for a patient and therefore compromise a patient's complete OUTREACH record in this system.

Order Entry-New/Existing Patient Search

- Enter Search criteria and criteria data and click the <Run> button.

- If a "match" is returned click the "Select" link. If there is not a match, the screen will remain blank.

- Close the screen. Click the "X" in the upper right corner and continue with your order.

Note: Always search for a patient before entering a new order.

Blank Page

Section Tab for Order Entry

Order Entry – Section Names

- The Order Entry window is used for entering new orders as well as viewing and modifying existing orders. For existing orders, an overview is displayed. If further inspection/review is needed for a section, select the section 'Edit' button.

- The Order Entry window is divided into five sections; Order Information, Patient information, Billing Information, Specimen Information, and Action Buttons.

| Order Entry [NEED SUBMITTER] | Set Submitter | **Order Information** Patients | Order Mode: Clinical | Orders |

Order Information

Name:
Sex:
DOB:

SSN:
Med Rec:
Patient Information
Status: NEW

Address:
City:
State\Zip:
Edit Patient

Patient Information

Guarantor:
Insurance 1:
Insurance 2:
Insurance 3:

Billing Information

ICD History - none found

Edit Billing

Billing Information

Collection Date: 2009-09-30   Order Priority: ICD9s:

Test	Description	ICD9	**Specimen Information**	Collection Time	Priority
		Questions			
		Questions			
		Questions			
		Questions			
		Questions			

Specimen Information

Order Comments   Edit Clin Order

☐ [Do Standing]

| New Order | Place Order | Cancel Order | **Action Buttons** | Reprint | Results | Log Out |

Action Buttons

[Patient Incomplete] [Billing Incomplete] [Order Incomplete] [Submitter Incomplete]

Order Screen Information

Order Screen (Main Screen)

- Notice the "Order Incomplete" status that was located at the bottom, left corner of the screen, it is no longer there.

- The "Order Entry" screen is designed to easily and quickly visually scan an order prior to placing it to ensure accuracy. To Make changes to any or all parts of the "Order" simply click the appropriate edit button (i.e. <Edit Patient>, <Edit Billing>, <Edit Clin Order>).

- Click the <Place Order> button, located at the bottom left of the screen to place the order.

Note: Always search for a patient before entering a new order.

Order Entry – Window Field Display

Order Information

Window Title
Submitter Selection
Ordering Location
Search Existing Patients
Order Mode
Order List Window

Order Entry [NEED SUBMITTER]   Set Submitter   [Submitter location]   Search Patients   Order Mode: Clinical   Orders

Patient Information

Patient Demographics

Name: SSN: Address:
Sex: Med Rec: City:
DOB: Req #:   State\Zip:
                 Status: NEW   Edit Patient

Status Indicator
Displays Patient Window

Billing Information

Guarantor Information
Insurance Information
Patient's ICD9 History
(Displays for Clinical orders only)

Guarantor: ICD History - none found
Insurance 1:
Insurance 2:
Insurance 3:
                                Edit Billing

Displays The *Billing* Window

24

Order Entry Search Criteria

<u>DAYS BACK TO SEARCH</u>

The default Days Back to Search is a site-wide setting configured by the Host Facility. This setting can be altered by typing the desired Days Back and then selecting 'Run'. The modified Days Back value will remain until the user advances to a different window or setting is changed manually (whichever comes first).

<u>SEARCH CRITERIA</u>

Results can be further narrowed by using Search Criteria. The default search criteria is 'All Fields' but the setting can be modified to display patients based on a specific demographic. The search criteria field selection is a drop down listing. The empty field next to the drop down is where the criteria to be searched for is entered.

Search Criteria is used in conjunction with the Days Back To Search. So for example, if the Days Back to Search was set at 7 and a Search Criteria was SSN with values of 015. Then e.outreach would display the orders for the last seven days that included the value "015" in the SSN column.

To remove the search criteria, select and delete the search criteria that was previously entered and then select Run.

ORDER STATUS

The Orders listing can be narrowed even further by including Order Status criteria (located to the left of the Run button. The default status display is 'All' which displays all orders regardless of their status (excludes Standing Orders). To limit the listing to orders with a certain status (or to view Standing Orders), use the status drop down listing. The status of an order determines the options that the user has for making modifications to an existing order (see Table 2 "Order Status").

Status	Description	Order Modification Options
Open	An Order has been placed but before it has been received by the Host Facility.	View, Modify, Delete
Ordered	Clinical Orders that have been received by the Host Facility.	View
Standing	Clinical Orders that have been placed as a standing Order	View, Modify, Delete
Cancelled	Orders that have been cancelled by the submitting facility.	View

View Existing Orders

<u>Viewing Existing Orders</u>

- There are two links that can be used to view various details of an existing order (see Table 3 "Order Links").

- If the order status permits modifications to the order, from the Order Entry window, select the Edit button in the desired section (e.g. Edit Patient; Edit Billing; Edit Order) to make edits to that portion of the order. Once all of the modifications are made, select the 'Place Order' button to save the changes to the order. A Print dialogue is displayed to allow the Requisition/Label to be reprinted with the modified information.

Note: When changes to an existing order are saved, the requisition number will remain the same.

Link	Location	Function
Items	On right of order	A view only dialogue is displayed which displays the specimens/tests. No Modification is permitted in this window.
Select	On left of order	Displays the details of the order in the Order Entry window. From this window, the user can view all of the order details. Depending on the status of the order, modifications may be permitted.

Modifications to Existing Orders

Submitters can only make Order modifications to Orders with a status of Open or Standing. All other Status types are "Read Only". Read Only status indicates the modification can only be made by staff at the Division of Laboratory Services (502-564-4446).

Note:
When changes to an existing order are saved, the requisition number will remain the same.

Order Mode and View Orders

ORDER MODE
When a mode is selected, the Order portion of the window will populate with data fields for the selected order type. If the Mode field is dithered, the user is not able to change order types.
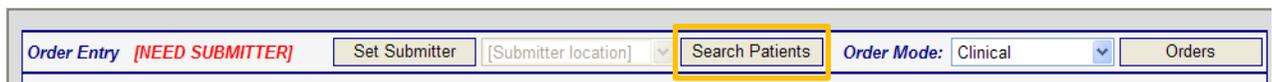
VIEW ORDERS
To return to the Orders window simply click the "View Orders" button.

Caution
When selecting the "View Order" button, any order information that has not been placed, will be discarded.

Blank Page

Section Tab for Specimen Information

Note: Standing Order Checkbox and the ICD9 Code Field is not used at this time.

QUESTIONS LINK

The Questions link will be dithered if no Ask At Order responses have been entered for a profile/test. If Ask At Order Questions have been answered, then the link will be enabled in this window allowing the user to view the questions and answers (read only).

TUBE TYPE

Identifies the collection vial that is defined used for the selected test. If no vial type is defined for the specimen, then this column remains blank.

COLLECTION DATE/TIME

Lists the collection date/time for each specimen (if no specific specimen collection time is entered, this defaults to the order date/time).

PRIORITY

Specifies the priority entered for the specimen (if no specific specimen collection time is entered, this defaults to the order priority).

ORDER COMMENTS

This link displays the comments that were entered in the Edit Order window. (Read Only).

Action Buttons

NEW ORDER
The New Order button displays the Order Entry window so a new Order can be entered.

PLACE ORDER
The Place Order button saves the entries to the database and prompts for Requisition/Label printing. This button remains dithered until all required Order Entry information has been completed.

CANCEL ORDER
This button is used to change the status of an Open or Standing order to Cancelled. Orders that have been received by the lab are read only and can't be cancelled. Contact the Host Facility if a received order needs to be cancelled. The user is required to enter a reason for cancellation for cancelled orders.

REPRINT
Prints the displayed (previously placed) order.

RESULTS
Displays the Results Retrieval window.

> Caution: When selecting the "New Order "button, any order information that has not been saved, will be discarded.

> Note: Please exit e.outreach using the "Logout" button. Exiting using the X in the upper right corner may not properly close the application.

LOG OUT
Closes the Outreach application and places the user at the e.outreach Login window.

Note:
An omission of required fields and/or incorrect data formats in an 'Edit' section will result in the display of a red format indicator message displayed at the bottom of the Order Entry window. This indicates what must be entered before the selections can be added to the current order. Required entries must be entered in the correct format before the user can exit the window.

A red 'incomplete' flag at the bottom of the Order Entry window (Patient Incomplete, Billing Incomplete, Order Incomplete, Ask At Order Questions Incomplete and/or Submitter Incomplete) indicates that required information must be entered before the order can be placed.

Blank Page

Section Tab for EDIT

Edit Patient Window

Edit Patient Window
This portion of the window displays the patient demographic information.

To make modifications select the "Edit Patient" button. Information that is entered in this window remains with the patient record for use on subsequent orders.

Note:
Require fields are indicated by a * to the right of the field label.

Edit Patient Window

Omitting one or more required data entry fields in a section will result in a validation error upon exiting the window using the OK button. Fields that do not pass the validation criteria must be corrected before the order can be placed.

Edit Clinical Order Window

To enter the clinical test information, select the 'Edit Clinical Order' button. There are five sections in this window:

ORDER DETAILS

Order Priority: The information in this listing is defined by the host facility and stored in the Phrases library.

Order Type: This information is defined by the host facility and stored in the Phrases library.

Collection date/Time: The order collection data/time defaults to the current date/time. It can be altered as needed. The colon (:) can be omitted when entering the collection time.

Edit ICDs: This button displays a window allowing the entry of the ICD9 codes that are applicable to the patient's condition(s). If the patient has Medicare, the code that covers 'medical necessity' (if applicable) must be entered to satisfy the requirement. If no code covering code is entered, [none] is displayed in this column indicating that an ABN form will be printed.

ICD9s: A read only field that displays the previously selected ICD9 codes for the order.

Comments: General order comments are entered here. Depending on the system used, this information may be mapped to a corresponding LIS field.

SELECTED TESTS

This section lists the tests/profiles that have been ordered. If the patient is Medicare, then a covering ICD9 must be selected. If there is no covering ICD9, the selected test will have [none] in the ICD9 column which indicates that an ABN form will be displayed after the order is placed.

FREQUENTLY ORDERED TESTS

This is where the twenty most commonly ordered tests/profiles for the logged user is stored. To choose one of the tests in this section simply click on the check box next to the test.

TEST SELECTION

Tests can be searched for by either full/partial code or name by simply typing the criteria and selecting the 'Run' button.

37

Edit Environmental Order

Edit Environmental Order Dialogue Box

- In the "Order Type" Field, click the <Edit Envi Order> button and an "Edit Environmental Order" screen will open.
- Click the down arrow in the "Priority" field and select the appropriate options (Routine or ASAP).
- Select the appropriate option from the menu (Routine or ASAP).
- Enter the correct collection date in the "Coll Date" field- refers to the specimen collection date.
- Enter the "Coll Time" – this field is optional and refers to the specimen collection time.
- In the "Order Type" field, select "Environmental".
- You may enter comments to this order by clicking the "Comments Link".
- Select the test on left the right side of the screen. If the desired test is not listed, use the right side of the screen and enter the "Code" or "Full Name", then click the "Select" link for the desired test and then click the <Run> button.
- Enter the Collector (this is a required field).
- Enter the Specimen Source (this is a required field).
- Click the <Run> button which is located at the middle right side of the screen (when all field entries are complete).

Note: Test names listed at the left of the screen are a listing of the most common tests selected by the logged in use. If the test you need is listed in this section of the page, you may click the check box preceding a test name from this section)

Edit or Remove a Test

To "Edit" or "Remove" a Test

- Edit a test: Click the: Edit" link next to the test.
- Remove a test: Click the "Remove" link next to the test.
- Click the <OK> button after action has been taken for the desired tests (Remove or Edited).

Blank Page

Section Tab for ASK AT ORDER

Ask At Order Questions

If you select a test with "Ask at Order" questions (also referred to as "program questions), the following window will open. A response must be set for each question from this window by selecting from the existing list of responses.

- Click the <Set Response> button when each question has been answered which is located at the lower right corner of the page.
- After all of the "Ask at Order" questions have been answered, click the <OK> button which is located at the lower right corner of the screen.

Note: Questions vary depending on the type of test ordered.
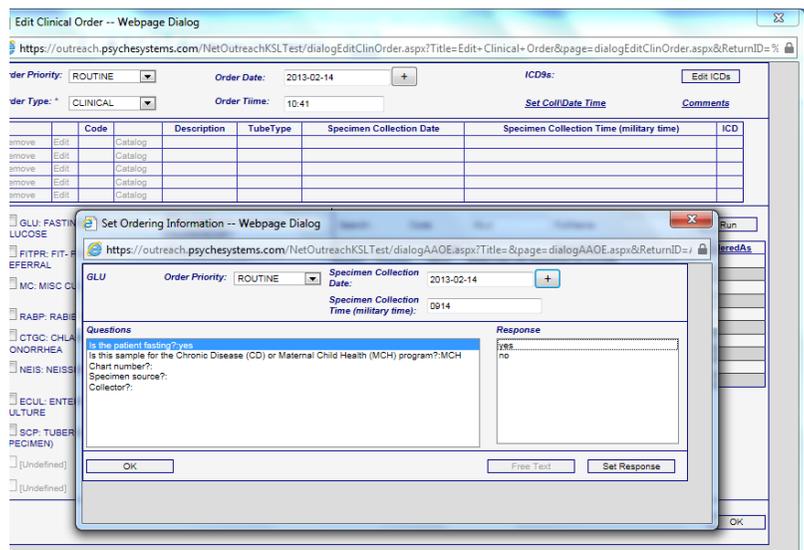
Blank Page

Section Tab for PRINT LABEL and REQUISITION

Print Label and Requisition

Print Label

- After clicking the <Place Order> button, and the order requirements are met, a dialogue box will appear.
- Click the <Print Labels> button (a label for each test ordered will print).
- Click the <Print Req> button to print the requisition.
- Click the <Close> button to close the dialogue box.

Note: To reprint the label or requisition form, click the <Reprint> button on the main order screen.
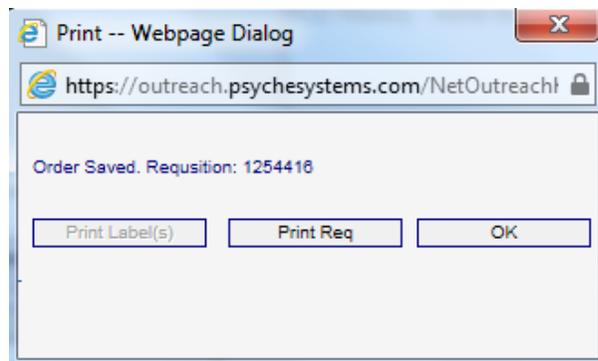
Blank Page

Section Tab for LOG OUT

Log Out

- Log off from the OUTREACH System from the Result or Orders screens.
- The <Log Out> button is located at the lower right corner of these 3 screens (see below).
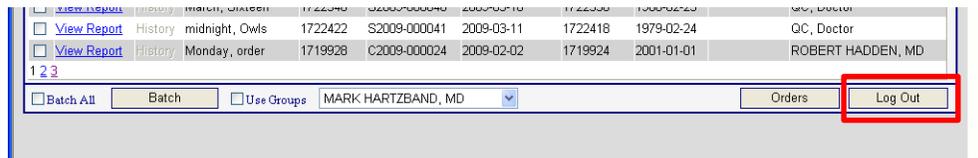
Blank Page

Section Tab for OUTREACH INFO

Important OUTREACH Information

- Division of Laboratory Services Web page:
  http://chfs.ky.gov/dph/info/lab/

- OUTREACH Log in url:
  https://outreach/psychesystems.com/NetOutreachKSL/Login.aspx

- **OUTREACH IT Customer Service**:
  Monday-Friday 8 a.m. to 5 p.m. at (502) 564-4446 x ext. 1 or
  via email at CHFS.CSCO@ky.gov

THANK YOU FROM YOUR DIVISION OF LABORATORY SERVICES "OUTREACH" TEAM!